

November 30, 2004



The Honorable Board of Supervisors
County of Los Angeles
Room 383, Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

We are pleased to inform you that, as of September 30, we have begun providing free, 30-day pet healthcare coverage as part of our animal adoption program for persons who adopt pets from our shelters.

While our agency inoculates all dogs and cats housed at our shelters immediately upon arrival, the healthcare shots we administer may not be effective if the animal is already sick. Since, in many cases, dogs and cats show no signs of illness as the diseases they have are dormant for two weeks or more, our agency has no way of knowing what undiagnosed problems these animals may have.

In the past, we have gotten occasional complaints from persons adopting pets that, within a few days of arrival at their new homes, were showing symptoms, including parvovirus or distemper, to which they may have been exposed prior to being housed at our shelters.

Those pet owners had the choice of returning the ill animal back to us or paying for sometimes expensive veterinary medical care treatment for their newly adopted dogs and cats.

Now, thanks to the animal health insurance coverage program provided by the ShelterCare Pet Insurance Co., new pet owners will have the first 30 days of healthcare coverage provided free of cost.

The free program has a \$500 coverage ceiling, which is a realistic amount for the most common and troublesome communicable pet diseases, including respiratory tract infections (kennel cough), ear infections, skin problems, parvovirus in dogs and panleukopenia in cats.

The coverage also includes removal of foreign objects swallowed by dogs and cats, ingestion of poison and broken bones caused by accidents. Pet owners have the option of extending the start-up 30-day coverage at their own expense.

This program gives new adopters added comfort in knowing they have a free support system to help defray the initial healthcare costs of their new pets. Providing this resource to adopters should increase our customer satisfaction and boost our adoption rates, as well.

If you have any questions about this new shelter pet health program, please call me at (562) 728-4610.

Sincerely,

Marcia Mayeda
Director

c: David Janssen, Chief Administrative Officer
Violet Varona-Lukens, Executive Officer

Marcia Mayeda
Director

Administrative Office
5898 Cherry Ave.
Long Beach, CA 90805
(562) 728-4882
Fax (562) 422-3408
<http://animalcontrol.co.la.ca.us>



Shelter locations

11258 S. Garfield Ave.
Downey, CA 90242
(562) 940-6898

216 W. Victoria St.
Gardena, CA 90248
(310) 523-9566

4275 No. Elton
Baldwin Park, CA 91706
(626) 962-3577

5210 W. Avenue I
Lancaster, CA 93536
(661) 940-4191

31044 N. Charlie Cyn. Rd.
Castaic, CA 91384
(661) 257-3191

29525 Agoura Rd.
Agoura, CA 91301
(818) 991-0071